

DOCKET FILE COPY ORIGINAL

**Rob Hodges**

JUL 02 2001

**To:** access@fcc.gov  
**Cc:** Miller, Ross (E-mail); Rosenthal, David (E-mail)  
**Subject:** Re: Docket # 98-67/Complaint Log for Kansas

Attached to this message is a file of the complaints received by the Kansas Relay Center between June 29, 2000, and May 31, 2001. This information is submitted in response to the FCC Report and Order and Notice of Proposed Rulemaking, Docket # 98-67, dated March 6, 2000.

It is our understanding that Southwestern Bell Telephone Company, the TRS provider for Kansas, will also be submitting this information.

A printed copy of this log is being sent via US Mail to Magalie Roman Salas, FCC, 445 12th ST. S.W., Washington, DC 20554.

If there are questions about the information contained in the file, please contact me.

Rob Hodges, President  
Kansas Relay Service, Inc.  
700 SW Jackson Street, Suite 704  
Topeka, Kansas 66603-3758  
785-234-0307 [v]  
785-234-0207 [tty]

No. of Copies rec'd 0  
List A B C D E

6/27/2001

Complaint Log to FCC for Kansas Relay Center  
Reporting Period, June 29, 2000 - May 31, 2001

	DATE RECEIVED	NATURE OF CONCERN	DATE RESOLVED	RESOLUTION
1.)	9/12/2000	Customer angry because s/he asked for 800 Directory Assistance, but Communication Assistant (CA) called local Directory Assistance instead.	09/12/00	Apologized to customer that CA was not aware there was an 800 # Directory Assistance. The Operator was then educated about it.
2.)	9/18/2000	Customer complained that his phone rings and when he answers a call is never connected.	9/18/2000	Apologized to customer about calls from relay coming into his home. Floor supervisor said she would pass this information to the management team. Management team reviewed relay procedures during CA observations.
3.)	10/12/2000	Customer said he was making a local call and CA did not put it thru but hung up on him.	10/12/2000	Supervisor apologized for inconvenience. Asked if s/he wanted a call back from a manager, they said no. Problem was traced to a problem in the switch, which was fixed.
4.)	11/1/2000	Customer said Sunday night he received 3 phone calls and none of them connected. Said his niece tried to call him 3 times and CA said no one answered.	11/1/2000	Supervisor apologized, suggested he get CA #'s from those calling him and that we would pass on to the Manager responsible for customer contacts.
			11/10/2000	Manager called customer, who said he had new equipment. A phone technician had come to his home, and found it was not hooked up correctly.
5.)	11/2/2000	Customer complained the way CAs are handling VCO calls. He says he answers voice first then TDD and never gets a response.	11/2/2000	Supervisor forwarded complaint to the manager responsible for customer contacts. See 11/10/00 Resolution above.

Complaint Log to FCC for Kansas Relay Center  
Reporting Period, June 29, 2000 - May 31, 2001

6.)	11/10/2000	Customer said s/he called in and CA never responded.	11/10/2000	Supervisor apologized for the trouble. Supervisor spoke with the CA who had turned in a trouble report stating s/he could not connect with the TTY. The equipment went to ASCII 4 times. Technician looked at the computer and could not find a problem.
7.)	12/30/2000	Customer complained that his doctor tried to call him from cell phone but his call came into the TRS as a Missouri #. The doctor had to call him collect. He did not feel he had to pay for this call and thinks it's a violation of the FCC.	12/30/2000	Supervisor said CA should've referred doctor to Relay Missouri to complete the call, and would let someone in management know about this but didn't think anything could be done about it since we have no control on how cell phone calls come in.
8.)	1/2/2001	Customer said he ordered checks via a check company's 800 # through the Kansas Relay Center (KRC). He received wrong style of checks and spent \$40.00.	1/2/2001	A manager called customer back and he read the TTY print out. Manager assured the customer the CA at KRC followed the verbatim rule as specified in the contract. Manager encouraged the customer to deal with the check company directly and use the TTY tape as proof of what he ordered. The customer said he would let the manager know what happened in a day or two. Never got further information from the customer.
9.)	1/18/2001	Customer said she was talking to her pharmacist and wanted to interrupt his response because it was her call and under her control and she's known him for years. CA told her don't ever do that again. She asked CA for her CA # five times but CA refused to give it to her. CA asked her why she needed her ID #. Customer asked CA 3 more times but she refused to give it out.	1/18/2001	Complaint typed up, given to manager. Manager called customer to clarify the situation. Manager apologized for the trouble. She discussed this situation with the CA, and reviewed policy on providing CA # when customers ask for it.

Complaint Log to FCC for Kansas Relay Center  
Reporting Period, June 29, 2000 - May 31, 2001

		Customer then asked for supervisor, but the CA hung up on her. Customer called back in and asked that a manager call her back.		
10.)	2/11/2001	Customer complained about relay being very busy and the recording was not working.	2/11/01	Advised customer she would report it to the management. Manager checked the recording system, and found it was working properly.
11.)	2/14/2001	Customer on cell phone mad because we would not place his call. Said North Carolina will place call for him. Also said he would sue if we wouldn't place call and it was an emergency.	2/14/2001	Explained to customer that calling from out-of-state through the KRC calls must terminate in Kansas, or be billed to a Kansas telephone number due to contract limitations. Customer was still mad when the call ended. Supervisor reported the issue to management.
12.)	3/26/2001	Missouri customer had called SWBell Directory Assistance for a number, but it was a non-public Kansas number. The Directory Assistance operator tried calling a # for her thru KRC, but got no answer. Customer thought our CA would continue to call # for her. The customer had called back in wanting the same CA who helped her the 1st time. She felt the SWBell Directory Assistance operator was very rude to her, but was very grateful for all of our help. She wanted us to call Relay Missouri and have them call her back.	3/26/2001	Supervisor called Relay Missouri and spoke to someone there. We explained the trouble the customer was having in getting the call placed. The person at Relay Missouri said they would contact her ASAP. Customer was satisfied & happy.
13.)	4/20/2001	Customer accidentally dialed 911 in error just prior to calling the KRC. He had the CA place a long distance call for him. 911 interrupted the call to make sure there was no emergency. His complaint was that the CA should have informed him of the interruption rather than the	4/20/2001	Customer was calm when he hung up after he was told we would talk with the CA. His complaint was reviewed with the CA who said the called voice party had agreed to inform the customer about 911 because he

Complaint Log to FCC for Kansas Relay Center  
Reporting Period, June 29, 2000 - May 31, 2001

		person he was calling.		could not hear all of it. Manager called
				customer to apprise him of his finding.
14.)	4/23/2001	Customer said CA made him repeat the	4/23/2001	CA said television in the background
		telephone number to call because it was		at the customer's end was very loud,
		gibberish at the CA's end, and afterwards		causing interference on the line, and
		he was disconnected.		garbling the number. When he finally
				got the number, the keyboard locked
				up and he had to reboot the computer,
				disconnecting the call.